

Appendix B. Troubleshooting Guide



In this appendix, we list some areas that could potentially present problems, and we offer some guidelines on finding the solution to your problem.

The information here is merely a start! We will continue to update this appendix as we get more experience and feedback regarding the software. Please report any VOMRS problems you have to vo-project@fnal.gov.

Can't access VOMRS web UI; check for:

- Valid certificate from recognized CA (not expired, not in CRL).

- Certificate loaded into browser.

- Appropriate URL for web UI.

Can access VOMRS web UI, but can't get submitted jobs to run; check for:

- Membership status must be "approved".

- Authorization status (*Representative* phase, at least) must be "approved".

- Membership rights must be "full".

Not receiving any notification email; check for:

- Appropriate events are checked.

- Your notification email address is correct.

Can't complete an operation in VOMRS (this will depend upon the operation); check for:

- You selected data that you have permission to edit; e.g., the right institution, the right members, etc.

